



Jim Doyle
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November 21, 2007

Tom Corcoran, PSS President
8033 Excelsior Drive
Madison, WI 53717

Dear Tom,

Thank you for meeting with us on Thursday, October 18, 2007, regarding Agent Basic Training programming. From that meeting, it is obvious that we all have a common goal and that is to send the best possible probation and parole agents into the field.

We are giving your suggestions careful consideration and implementing changes where appropriate. For instance, although we have always given the ABT participants many opportunities to evaluate the program, we have redesigned our evaluation form and increased the number of anonymous evaluations that we solicit during ABT. Additionally, beginning with the current class, we will be sending out evaluation questionnaires approximately 4-6 weeks after graduation. Nancy DiBenedetto will have copies of these evaluations in her office if you would like to review them.

We are constantly striving to improve the quality of our program. Our instructors attend many continuing education classes and consult on a regular basis with instructors and experts in workplace training. We will continue to make these opportunities available to them so that we can be assured that the trainers continue to design and deliver training that meets the needs of the various learning styles within each group. The classroom atmosphere is dependent on its members on any given day. We are mindful of this and will continue to use the principles of adult learning that are most conducive to an environment that encourages learning, team building, and one that occasionally challenges participants to move beyond their comfort zones.

Again, thank you for the opportunity to discuss these issues. We are always open to suggestions.

Sincerely,

A handwritten signature in black ink, appearing to read "Jayne Dunnum", with a long horizontal flourish extending to the right.

Jayne Dunnum
Director of Training

cc: Jean Nichols
Quala Champagne
Nancy DiBenedetto
Julie Babler